



**NOTICE OF VACANCY
June 1, 2016**

POSITION: **Licensing Administrator**

DEPARTMENT: **Town Manager/Selectmen**

SALARY: **M6 \$56,135 - \$67,106**

HOURS: **Typically Monday – Friday 8:30am to 5:00pm**
 Some night meetings and overtime

Position Purpose:

Performs administrative and management related functions for the Town Manager's Office, issuing and processing new licenses/permits and renewals for those issued by the Board of Selectmen. Performs all other related work as required.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Serves as the primary point of contact for internal and external customers related to licensing information.
- Is responsible for a range of administrative and management services related to the processing, issuing, and tracking of licenses/permits for which the Town Manager or Board of Selectmen have authority.
- Reviews and responds to incoming mail/email/telephone/walk-in inquiries pertaining to licensing and permits.
- Maintains an accurate filing system for all license-related documents.
- Is responsible for coordinating and ensuring all appropriate departmental input, review, inspections, and approval of application information is obtained prior to issuing final licenses/permits.
- Collects, verifies, and manages fees, proof of insurance and required bonds prior to the issuance of license and permits.
- Reviews applications for completion and accuracy and places legal advertisements.
- Prepares license applications for Board of Selectmen meeting packets.
- Manages and schedules licensing/permit hearings before the Board of Selectmen.
- Attends Board of Selectmen meetings as necessary and presents license and hearing information.
- Issues license/permits when final Town and/or State approval is received.
- Compiles and processes utility company documentation for conduit, location of poles, gas lines and underground storage flammable licenses.
- Attends ABCC and State Licensing training seminars.
- Handles confidential and sensitive information and works directly with Town Counsel on legal matters related to licensing.

- Increasingly leverages available and/or new technology and manages a continuous effort to improve operations, decrease turnaround times, streamline processes and paperwork, to provide quality seamless customer service to the business community.
- Assists with the overall functions of the office of the Board of Selectmen/Town Manager providing information to the public in person and on the phone pertaining to services provide by other Town departments.
- Participates in special projects and other duties as assigned by the Town Manager and Assistant Town Manager.
- Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education, Training and Experience:

Bachelor's Degree in secretarial or business management or related field; five to ten (5-10) years' relevant experience; or any equivalent combination of education, training and experience. Must meet qualifications to obtain CORI certification.

Knowledge, Ability and Skill:

Knowledge: Working knowledge of applicable state licensing regulations for categories of licenses issued by the Board of Selectmen. Knowledge of department office procedures, and Town government operations. Working knowledge of personal computer and office software (Microsoft Office and spreadsheet applications).

Ability: Ability to exercise sound judgment, tact, diplomacy and maintain confidentiality. Ability to manage multiple tasks in a detailed and effective manner; ability to deal tactfully with members of the public.

Skill: Excellent customer service skills; excellent written and verbal communication skills. Strong interpersonal and organizational skills. Proficient skill in the use of computers and software (database and permitting and licensing software ACELLA).

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to work at a desk; regularly convey information to employees and the public; regularly move about inside the office to access file cabinets and office machinery. The employee must occasionally lift and/or move objects weighing up to 10 pounds, such as supplies, folders, and books. Certain tasks require the ability to view computer screens for extended periods of time.

Supervision:

Supervision Scope: Performs highly responsible functions of moderate complexity within the guidelines of established procedures. Questions are referred to the Supervisor.

Supervision Received: Work is performed under the direction of the Assistant Town Manager.

Supervision Given: None.

Job Environment:

- Work is performed under typical office conditions; the noise level is moderate.
- Operates computer, telephone, facsimile machine, copier, calculator, and other standard office equipment.
- Employee has frequent contact with the general public, Town departments, Town Counsel, Board of Selectmen and state and federal agencies. Contacts are in person, by telephone, and by email and involve an information exchange dialogue.
- Has access to some department-related confidential information.
- Errors could result in delays or loss of service, adverse public relations and have legal and/or financial repercussions for the Town.

Please visit our website:

<https://ess.framinghamma.gov/MSS/employmentopportunities/default.aspx>

The Town of Framingham is an Affirmative Action Equal Opportunity Employer.